

State and national benchmarks for MA & PDP CAHPS survey, 2016

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State Name	Care Coordination		Customer Service		Getting Appointments and Care Quickly		Getting Needed Care		Annual Flu Vaccine		Getting Needed Prescription Drugs		Rating of Drug Plan		Rating of Health Care Quality		Rating of Health Plan	
	State mean, original scale	State mean, 0-100 scale	State mean, original scale	State mean, 0-100 scale	State mean, original scale	State mean, 0-100 scale	State mean, original scale	State mean, 0-100 scale	State mean, original scale	State mean, 0-100 scale	State mean, original scale	State mean, 0-100 scale	State mean, original scale	State mean, 0-100 scale	State mean, original scale	State mean, 0-100 scale	State mean, original scale	State mean, 0-100 scale
MA National	3.590	85	3.633	88	3.282	76	3.511	84	0.738	74	3.726	91	8.485	85	8.618	86	8.541	85
FFS National	3.581	85	3.492	83	3.243	75	3.542	85	0.719	72	NA	NA	NA	NA	8.575	86	*8.225	*82
AL	3.548	84	3.690	90	3.178	73	3.567	86	0.696	70	3.745	91	8.335	83	8.637	86	8.488	85
AR	3.578	85	3.656	89	3.218	74	3.532	84	0.692	69	3.772	92	8.387	84	8.393	84	8.113	81
AZ	3.567	85	3.575	86	3.214	74	3.441	81	0.678	68	3.744	91	8.422	84	8.507	85	8.506	85
CA	3.575	85	3.654	88	3.343	78	3.526	84	0.788	79	3.759	92	8.783	88	8.756	88	8.824	88
CO	3.611	86	3.574	86	3.425	81	3.516	84	0.785	79	3.764	92	8.404	84	8.813	88	8.572	86
CT	3.575	85	3.611	87	3.380	79	3.520	84	0.752	75	3.680	89	7.885	79	8.733	87	8.227	82
FL	3.576	85	3.589	86	3.213	74	3.445	81	0.655	65	3.701	90	8.427	84	8.557	86	8.487	85
GA	3.617	86	3.633	88	3.172	72	3.567	86	0.685	69	3.719	91	8.519	85	8.514	85	8.427	84
HI	3.611	86	3.596	87	3.308	77	3.534	84	0.780	78	3.744	91	8.467	85	8.688	87	8.647	86
IA	3.688	89	3.586	86	3.420	81	3.589	86	0.814	81	3.751	92	8.413	84	8.764	88	8.642	86
ID	3.594	85	3.637	88	3.362	79	3.525	84	0.727	73	3.760	92	8.169	82	8.677	87	8.289	83
IL	3.593	85	3.589	86	3.315	77	3.456	82	0.759	76	3.745	92	8.466	85	8.571	86	8.234	82
IN	3.593	85	3.636	88	3.339	78	3.559	85	0.704	70	3.740	91	8.442	84	8.633	86	8.456	85
KS	3.651	88	3.645	88	3.438	81	3.525	84	0.673	67	3.733	91	8.475	85	8.698	87	8.431	84
KY	3.626	87	3.618	87	3.222	74	3.507	84	0.719	72	3.759	92	8.245	82	8.506	85	8.180	82
LA	3.634	87	3.672	89	3.217	74	3.593	86	0.704	70	3.690	90	8.568	86	8.764	88	8.756	88
MA	3.641	87	3.716	91	3.350	78	3.559	85	0.816	82	3.744	91	8.469	85	8.794	88	8.771	88
ME	3.661	88	3.724	91	3.470	82	3.621	87	0.758	76	3.808	94	8.559	86	8.804	88	8.755	88
MI	3.623	87	3.654	88	3.325	77	3.562	85	0.765	76	3.742	91	8.121	81	8.760	88	8.421	84
MN	3.699	89	3.731	91	3.448	82	3.611	87	0.801	80	3.784	93	8.275	83	8.923	89	8.802	88
MO	3.640	87	3.627	88	3.327	78	3.520	84	0.775	78	3.740	91	8.570	86	8.626	86	8.516	85
MS	3.623	87	3.555	85	3.195	73	3.462	82	0.614	61	3.703	90	8.296	83	8.352	84	8.116	81
MT	3.664	88	3.605	87	3.307	77	3.525	84	0.698	70	3.773	92	8.363	84	8.560	86	8.299	83
NC	3.636	87	3.574	86	3.281	76	3.557	85	0.757	76	3.715	90	8.524	85	8.647	86	8.481	85
NE	3.629	87	3.591	86	3.338	78	3.576	86	0.737	74	3.732	91	8.151	82	8.637	86	8.178	82
NH	3.604	86	3.642	88	3.402	80	3.468	82	0.749	75	3.769	92	8.412	84	8.574	86	8.314	83
NJ	3.538	83	3.627	88	3.225	74	3.476	83	0.720	72	3.670	89	8.044	80	8.521	85	8.148	81
NM	3.541	84	3.564	85	3.240	75	3.390	80	0.782	78	3.681	89	8.326	83	8.483	85	8.367	84
NV	3.559	84	3.667	89	3.177	73	3.450	82	0.665	67	3.731	91	8.497	85	8.400	84	8.574	86
NY	3.560	84	3.608	87	3.229	74	3.512	84	0.742	74	3.713	90	8.243	82	8.540	85	8.326	83

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OH	3.606	86	3.671	89	3.372	79	3.579	86	0.742	74	3.745	92	8.306	83	8.704	87	8.471	85
OK	3.645	87	3.630	88	3.333	78	3.555	85	0.750	75	3.699	90	8.422	84	8.753	88	8.501	85
OR	3.632	87	3.688	90	3.391	80	3.523	84	0.772	77	3.773	92	8.406	84	8.695	87	8.609	86
PA	3.641	87	3.666	89	3.346	78	3.555	85	0.765	76	3.756	92	8.307	83	8.682	87	8.499	85
PR	3.440	80	3.672	89	3.068	69	3.489	83	0.461	46	3.673	89	8.935	89	8.768	88	8.977	90
SC	3.542	84	3.584	86	3.167	72	3.503	83	0.692	69	3.681	89	8.306	83	8.308	83	8.351	84
TN	3.646	87	3.679	89	3.296	77	3.554	85	0.752	75	3.759	92	8.478	85	8.821	88	8.651	87
TX	3.577	85	3.645	88	3.245	75	3.543	85	0.724	72	3.695	90	8.533	85	8.679	87	8.646	86
UT	3.610	86	3.673	89	3.322	77	3.583	86	0.781	78	3.737	91	8.152	82	8.636	86	8.512	85
VA	3.597	86	3.542	85	3.301	77	3.533	84	0.718	72	3.700	90	8.368	84	8.563	86	8.359	84
WA	3.618	86	3.645	88	3.360	79	3.489	83	0.785	78	3.751	92	8.317	83	8.683	87	8.456	85
WI	3.669	88	3.682	89	3.484	83	3.633	88	0.765	76	3.773	92	8.418	84	8.833	88	8.689	87

*Benchmarks for the "Rate Plan" item in FFS are not comparable to MA because the item is different (rating of Medicare rather than of an MA contract).